



## Frequently Asked Questions about Transportation Services

### Who can request transportation?

- A Blue Cross Community Centennial member who is at least 18 years old
- A Blue Cross Community Centennial member's relative, legal guardian, or authorized representative, including authorized medical or behavioral health provider
- BCBSNM case manager, care coordinator or plan representative

### Can a member who is a minor (under 18 years old) ride without an attendant?

Transportation for minors will depend on their age.

- Minors under the age of 13 must have an adult attendant
- Minors ages 13-16 need a parent or legal guardian to sign a release of liability to ride without an attendant
- Minors age 17 can ride without an attendant

### How does a member arrange routine transportation?

Call ModivCare<sup>®</sup> (formerly LogistiCare) to arrange a ride. They are open Monday through Friday 8 a.m. - 5 p.m. Mountain Time (MT); closed weekends and holidays. You must call at least 3 business days before your appointment. An example of routine transportation is a regularly scheduled visit to see your Primary Care Provider (PCP).

To schedule a ride, call 866-913-4342 (TTY: 866-288-3133). This call is toll-free.

### How far in advance can a member request transportation?

You cannot schedule a ride more than two weeks before an appointment, unless you have arranged routine transportation.

### What information will a member need to reserve a ride?

When scheduling a ride, you will have to tell the agent:

- Your full name
- Your date of birth
- BCBSNM member ID number
- Reason for the appointment
- Your appointment time
- Name and address of the health care provider or facility
- Phone number of the provider or facility
- Time you need to return home
- Special needs (you will be bringing/using a wheelchair, walker, medical equipment, oxygen, etc.)

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ModivCare is an independent company providing transportation services to BCBSNM through a contractual arrangement between BCBSNM and ModivCare. The relationship between BCBSNM and ModivCare is that of independent contractors.

All health care providers referenced in this document are not employed by and are independent from BCBSNM.

Such services are funded in part with the State of New Mexico.

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## What if a member needs a ride for urgent care?

Call ModivCare. They can help you figure out a ride to get urgent care. They may call your provider to ask for help setting up the right transportation that best fits your needs. They'll ask if a friend or family member can drive you. An example of urgent care is someone who needs medical attention but does not need an ambulance. Rides to urgent care can occur the same day. Examples of urgent trips are:

- Hospital discharges
- Appointments your provider says are urgent

ModivCare will call your provider to confirm the appointment before setting up the same-day transport.

## If emergency transportation is needed, what does a member do?

ModivCare does not handle emergency transportation. In an emergency, call 911. Or, if you are safely able to do so, go to the nearest hospital or trauma center.

BCBSNM covers emergency transportation only for emergency situations. Examples of emergency conditions are:

- Heart attack
- Stroke
- Bad chest pain or other pain that does not go away
- Hard time breathing
- Bleeding that does not stop
- Loss of consciousness (passing out)
- Seizures
- Poisoning or drug overdose
- Severe burns
- Serious injury from an accident or fall
- Broken bones
- Injured eye or sudden loss of eyesight
- Feelings of wanting to hurt yourself or others

Always carry your BCBSNM member ID card with you.

## What if a member is not ready when transportation arrives?

Drivers must wait 5 minutes. If you are not ready within that time, they won't wait longer. They can't wait because they have other people to transport.

## What if an appointment runs late?

You or someone at your provider's office should call ModivCare as soon as possible. Call 866-418-9829 (TTY: 866-288-3133). ModivCare will tell the driver about changing your pick-up time.

## Do members have to cancel their ride if the appointment changes?

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Yes. You must call ModivCare:

- As soon as your appointment has been changed or canceled
- At least two hours before your scheduled pick up time

### **Are there trip mileage limits for transportation or for mileage reimbursements?**

Yes. Please call ModivCare at 866-913-4342 (TTY: 866-288-3133), Blue Cross Community Centennial Member Services at 866-689-1523 (TTY: 711) or your Care Coordinator for details about mileage limits.



### **What is the service area?**

Transportation is provided within New Mexico. If you want to use your transportation benefit to travel 65 or more miles outside of your home community, your provider must send the reason in writing to Blue Cross Community Centennial and to ModivCare before the ride can be scheduled.

### **Can members request trips for out-of-state services?**

We do not provide transportation out-of-state, unless the travel is approved in advance for approved services.

### **What types of transportation are covered?**

- If you are able to walk: sedan, van, taxi
- Wheelchair lift-equipped vehicle
- Your own vehicle: mileage reimbursement – see [guidelines](#) 
- Mass transit – see [guidelines](#) 

### **Are meals and lodging covered for members?**

Yes, with prior approval. See [guidelines](#)  for reimbursement.

### **Are trips to a pharmacy or prescription delivery covered?**

No. We do not cover rides to and from a pharmacy. We do not cover having your prescription delivered by car, van, taxi, etc.

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### **Are trips to nursing homes covered?**

Trips from a member's home to a nursing home are covered. Trips from a nursing home to an approved appointment, then back to a nursing home are covered.

### **Are trips to a behavioral health appointment covered for a family member?**

Yes, as long as the appointment is part of the Blue Cross Community Centennial member's treatment plan and with prior approval. We cover trips to these types of appointments:

- Counseling
- Behavioral health treatment services
- Residential treatment centers

Call ModivCare for more information.

### **Can a member bring someone on the trip to/from the appointment?**

Yes, a member can bring one attendant if the member receiving covered services is under 18 years of age OR if the member is 18 or over and it is medically necessary to bring an attendant and the reason is justified in writing by the member's doctor. Call ModivCare for details.

### **Are wheelchairs provided for members during the trip?**

No. Members need to provide their own wheelchair and any other durable medical equipment they may need.

### **What should a member do if the driver requests them to pay a copay?**

Members should refuse to pay a copay. They should tell the driver that their plan does not require them to pay a copay.

### **Will members share a vehicle?**

You may have to share a vehicle with other members. You only have to share a ride as long as you don't travel 45 minutes longer than if you had traveled directly to your appointment.

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## To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call 1-866-689-1523 (TTY/TDD: 711).

Blue Cross and Blue Shield of New Mexico complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield of New Mexico does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of New Mexico:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of New Mexico has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35<sup>th</sup> floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, [Civilrightscoordinator@hsc.net](mailto:Civilrightscoordinator@hsc.net). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-710-6984 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíílnih 1-855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-710-6984 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-710-6984 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-710-6984 (TTY: 711)。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-710-6984 (رقم هاتف الصم والبكم: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-710-6984 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-710-6984 (TTY: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-710-6984 (TTY: 711) まで、お電話にてご連絡ください。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-710-6984 (ATS: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-710-6984 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-710-6984 (телетайп: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-710-6984 (TTY: 711) पर कॉल करें।

هجوت: رگا هب نابز يسراف وگننگ يم دينک، تلايهست ي نابز هب تروص ناگيار يارب امش مهارف يم دشاب. اب 1-855-710-6984 (TTY: 711) سامت ديریگب.

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-710-6984 (TTY: 711).